

Customer Service

Adelaide-based Customer Care Centre


1300 SA WATER
(1300 729 283)


customer@saewater.com.au


Live chat
www.saewater.com.au

SA Water, the leading provider of water services for around 1.7 million South Australians, has been working together with the community to supply safe, clean drinking water and a dependable sewerage service for more than 160 years.

D MAIONE

CT5015748

AGENCY 1865618


Your water use snapshot

Your average daily water use compared with the same quarter in previous years. To see how you compare to similar households visit www.saewater.com.au/mybill.



Your average daily cost for this quarter
\$1.43

Total amount due:
\$160.26
Pay by:
25 Mar 22
Your account

Account no.	44 16932 00 2
Invoice date	02 Mar 22
Non-residential	U2 9 MCGOWAN ST POORAKA UNIT2 S5150

Account summary

Previous balance		\$157.45
Amount paid	⊖	\$157.45
New charges	⊕	\$160.26
Current balance	⊕	\$160.26

Fees may apply for late payment.

Reporting a leak is easy because it should be

You can easily report and follow up on water main leaks and breaks using our interactive works and faults map.


Visit saewater.com.au/works-and-faults

Property value

You may object to the valuation referred to in this notice by writing served personally or by post to the Valuer-General within 60 days after the date of service of this notice.

But note:

- a) If you have previously received a notice or notices under the Water Industry Act 2012 referring to the valuation and informing you of a 60 day objection period, the objection period is 60 days after service of the first such notice;
- b) You may not object to the valuation if the Valuer-General has already considered an objection by you to that valuation.

The Valuer-General may extend the 60 day objection period where it can be shown there is reasonable cause by a person entitled to make an objection to a valuation.

A written objection to valuation must set out the full and detailed grounds for objection. Objections can be submitted via an online form at sa.gov.au/andservices, or email objection to sgObjections@sa.gov.au with all valuation inquiries to 1300 653 346.

Customer charter

Read our Standard Customer Contract and Customer Charter at www.sawater.com.au

Change of your address

Change your postal address online via mySAWater or at www.sawater.com.au. If ownership of your property changes, please refer all settlement queries to your conveyancer.

Concessions

Eligible concession card holders or people assessed as being on a low income may be able to claim a concession on water and sewerage rates. Visit sa.gov.au/concessions or call 1800 307 758 to find out more.

Payment assistance

If you are unable to pay your bill by the 'pay by' date, you can request an extension or setup a payment arrangement by calling 1300 SA WATER (1300 729 283) or with mySAWater.

Interpreter service

If you require an interpreter, please call 131 450 and request the language you need.

Υπηρεσία Διερμηνείας τηλεφωνήστε στο 131 450

Servizio interpreti: per favore chiama 131 450

भाषिया सेवा: कृपया 131 450 पर फोन करें

Địch Dịch Vụ Thông Ngôn, xin gọi cho số 131 450

译服务：请拨打 131 450

خدمة الترجمة الشفهية: يرجى الإتصال على الرقم 131 450
خدمات ترجمه: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل کنید

Paying your bill

Biller code: 8888
Ref: 4465185023

Telephone and Internet Banking — BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information at bpay.com.au

Paying online

Pay online at www.sawater.com.au/paynow for a range of options. Have your account number and credit card details to hand.

Paying by phone

Call 1300 650 870 and pay by phone using your Visa/Mastercard 24/7.



Direct debit

Call us on 1300 SA WATER (1300 729 283) or sign up to mySAWater and switch to eBills and view, pay and manage your account online. Visit www.sawater.com.au/directdebit to learn more.



Paying by mail

Post your payment slip and cheque/money order to SA Water GPO Box 4682 Melbourne Victoria 3001.



Paying in person

Pay at a Commonwealth Bank branch (excluding Express Branches) or Australia Post - no credit cards accepted.

Payment slip

Total amount due	\$237.76
Pay by date	25 Mar 22
Account no.	44 65185 02 3
Invoice date	02 Mar 22



*591 4465185023

For credit: SA Water

Trancode User code Customer ref no.

831 009915 000446518502013



For more payment options, including extensions, visit www.sawater.com.au or call 1300 SA WATER (1300 729 283). ©Registered to BPAY Pty Ltd ABN 69 079 137 518

<0000023776>

<009915>

<000446518502013>

>

Water

Quarterly meter reading of water use in kilolitres (1kL = 1,000 litres) and the supply charge.

Meter(s)	Previous reading	Current reading	Use
W40150025	03 Nov 21	21693 28 Feb 22	22543 850kL <i>estimated</i>
Total reading(s)			850kL

Proposed next read between 20 Apr 22 and 04 May 22

The water use charge has been applied to the group account.

Charge Type	Period	Water Use	Price	Charge
Supply charge	01 Jan 22 to 31 Mar 22	Fixed fee		\$68.60

Total Water	⊕	\$68.60
-------------	---	---------

Sewerage

Access charge	01 Jan 22 to 31 Mar 22	Property value: \$630,000 at 26.85 cents per \$1000	\$169.16
---------------	------------------------	---	----------

The quarterly charge for sewerage services (access to mains network, removal and treatment) is based on the property value as determined by the Valuer-General.

Total Sewerage	⊕	\$169.16
----------------	---	----------

Total	⊖	\$237.76
-------	---	----------

Total GST of this invoice		\$0.00
---------------------------	--	--------